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## CAPS Connection Data Storage Policy

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The CAPS/ARMS® Auto connection allows Shops utilizing the below Bodyshop Management Systems (BMS) to send data updates on repairs through to Enterprise without the need to double key information:

- BMS
- EMACS
- AutoFlow
- Advance

Once the systems have been connected, the process works by:

1. Shop updating a repair within their BMS.
2. Data is sent to CAPS who initiate the matching process with the Enterprise application, ARMS®.
3. Enterprise will carry out a matching process on the repair as long as there is an open Rental within their system.
  - a. CAPS and Enterprise use three fields in the message to determine the match:
    - i. Vehicle Registration
    - ii. Claim Number
    - iii. Driver Last Name
      1. Enterprise will attempt to match based on Vehicle Registration directly, if no match is found, the Claim Number and Driver Last Name is used to attempt to match.
      2. If matching is successful, Enterprise responds with a success indicator which notifies CAPS to send all updates for the Repair.
4. CAPS will then send subsequent repair update messages through for each successfully matched repair.

During the matching and update process, CAPS is able to send the below fields as part of the message (a note is provided for how this is used/stored):

- Not used/stored
  - Driver First Name (not sent from CAPS)
  - Home Address (not sent from CAPS)
  - Home Phone (not sent from CAPS)
- Used for matching and discarded once a match has been made
  - Driver Last Name - Used for matching and discarded once a match has been made
  - Claim Number - Used for matching and discarded once a match has been made
  - Vehicle Registration - Used for matching and discarded once a match has been made
- Stored as part of the update
  - Repair Order ID - Stored once matched and sent in every update
  - Document Type (Designates Repair Order or Estimate, CAPS currently sends RO data and not Estimates)
  - Repair Amount
  - Total Labour Hours
  - Total Loss Indicator
  - Estimate Date/Time
  - Arrival Date/Time
  - Target Completion Date/Time